



Oracle's e-business tool for Oracle Support customers
<http://metalink.oracle.com>

Effective 1st July, 2001, the following enhancements have been made to Oracle*MetaLink*, Oracle's premiere e-business interface for Oracle Support customers:

- optimization of iTAR routing and allocation process for global assignment
- iTAR/TAR email notification of assignment and significant changes
- automatic iTAR/TAR severity setting
- automatic close and notification of iTARs/TARs

Free Premier Web support service is available at no cost to Oracle customers with active support service contracts.

- You can use *MetaLink* services as often as you like at no additional cost.

Available online, 24x7 Oracle*MetaLink* is always available.

- You can leverage the internet's speed and accessibility for technical support that accommodates your schedule and needs.

Technical Libraries Access information that support analysts have determined will aid you in using Oracle products.

- You will find hot topics, product reference, installation assistance materials, white papers, problem/solution articles and more.

Knowledge Base Search Full-text queries against all content in *MetaLink*'s repositories, including technical forum postings and the bug database

- You have online access to the repositories of support information, solutions, and technical analysts.
- You can diagnose, analyze, and solve problems with the same information sources used inside Oracle, which have been thoroughly researched, tested, and reviewed.

Forums Post questions to be responded to by technical analysts and other Oracle customers.

- You can share information and ideas with other Oracle users.

Product Lifecycle Product availability, product alerts, and de-support information online.

- You have access to the Certify application to obtain product interoperability information.
- You can be proactive in managing product lifecycle when the latest information is always available on the Web.

Bug Database Query published bugs from the Oracle Bug Database.

- You can research reported bugs, before an installation and save time by preventing such errors.

File Access Download patches and patch sets directly from Oracle *MetaLink*.

- You decide when you are ready to implement the patch, 24x7.

Enter TARs Online Submit, update, review, and close your TARs (Technical Assistance Requests) online.

- Your TARs logged electronically (iTARs) on *MetaLink* have priority attention over phone TARs (within their severity level.)
- **New!** You can log your highest priority (Severity 1) TARs electronically 24 hours a day, and have them handled as effectively as by telephone.
- You will be advised of the severity level assigned to your problem when you log your iTAR.
- You can view suggested solutions as you type, before you ever need to submit a TAR.
- You only have to explain the problem once with an iTAR, and then many analysts can work on the problem.
- You can cut and paste the exact error message, ensuring accuracy.
- **New!** You will automatically receive TAR updates indicating when uploaded files have arrived and further analysis can be done.
- You can avoid phone hold time and voicemail tag.

Team-Based Routing TARs submitted electronically are automatically matched to the right level of technical skills from the support organization with the customer's skills and problem area.

- Your iTAR gets to the right team with the right knowledge quickly and directly, including - for iTARs entered in English - the best of Oracle support analysts and engineers from around the globe, not just the one person who answers the phone.
- **New!** Even your highest priority (Severity 1) iTARs can be handled electronically, routed 24 x 7 to analysts with the appropriate skill sets to respond to your individual problem.

TAR Access and Reporting Issues can be tracked by generating and viewing TAR reports.

- **New!** You will receive an e-mail notification both when (i)TARs are initially assigned and when significant updates occur.

- **New!** You will be notified if your (i)TARs are inactive or pending closure due to inactivity.
- You can check the status of any TAR at any time, as many times as needed, without a phone call.
- You can run your own TAR reports whenever necessary.
- You have full visibility of your TAR inventory across multiple CSIs.

My Headlines Customize your *MetaLink* account to receive only the information you want, and receive proactive emails on your personal homepage with information on patches, bugs, new articles, and more.

- You will see alerts about categories of interest that have been enhanced or modified.
- You only receive the most pertinent information based on your search and preferences.

User Profile Customize your *MetaLink* account, view license information, change passwords, and set user preferences.

- You can set up *MetaLink* to suit your needs, because one size does not fit all.

User Administration Manage access of *MetaLink* users at the support identifier level (CSI).

- Your user administrators can limit access to certain features of the web service to specific users at their company.

Context-Sensitive Help Learn the features of *MetaLink* and see “how to” instructions.

- You can access online help when you need it and for the specific function you need.
- Your online documentation is always up-to-date as features change and enhancements are made.

Feedback Enter feedback and ask questions right on *MetaLink*.

- You will be “heard” by Oracle Corporation when you ask questions, make suggestions, comments, and enhancement requests.
- You will receive a response from Oracle within two business days.

How to register for a MetaLink account

1. In your Web browser, go to <http://metalink.oracle.com>.
2. Follow the instructions on the screen to register. (You will need to know your support identifier and the country in which the identifier is valid.)

How to customize My Headlines

You can customize My Headlines to display the topics or headlines of interest, and they will be displayed by category.

1. In the My Headlines page, select Settings.
2. From the list, select each section you want displayed in your personal My Headlines page and select Add New. Your selections will appear in a list on the page.
3. Select [configure] next to each section in the list to further customize how the sections will be displayed.
4. When you are finished choosing your display criteria, select Submit.
5. Select My Headlines in the *MetaLink* menu bar to see the results of your display choices.

How to log in to MetaLink

1. In your Web browser, go to <http://metalink.oracle.com>.

How to add additional Support Identifiers (CSIs)

Before you can log TARs in *MetaLink*, you must first configure your account.

1. Select User Profile from the menu
2. Select Show License.
3. Enter your CSI# in the Support Identifier field, select a country, and select the Add button.
4. Return to the Personal Profile screen and scroll to the bottom of the screen.

The system will display your *MetaLink* privileges, which may include:

- Open, update and close TARs
- Read TARs
- Forum Access
- Add Support Identifier
- Remove Support Identifier
- Configure “My Headlines”
- Access Patch Download
- Administer other users
- Your administrator: <name>

How to get help using MetaLink

- If you have any problems registering or logging in to *MetaLink*, send e-mail to essrv@us.oracle.com.
- In *MetaLink*, there is detailed Web-based training, where you can navigate to just the section you need for step-by-step instructions, pictures of the screens, and examples.
<http://metalink.oracle.com/Metawbt/index.html>
- Help files and instructions are available throughout *MetaLink* to make this Web-based support service an easy-to-use and productive tool.

How to set up a TAR Profile

You can create up to ten profiles, which are used to fill in the fields automatically when creating a TAR.

1. Select User Profile from the menu.
2. Select the TAR Profiles button.
3. Select the product in the Product field.
4. Enter the product version number.
5. Enter the platform on which the product runs.
6. Enter the operating system version number.
7. Depending on the product selected, enter the RDBMS version number in the RDBMS Version field.

8. Select the method that you would like to be contacted for this TAR."
9. Select the CSI number from the Support Identifier field.
10. Enter a title for the profile and select Save Profile. The TAR profile displays at the bottom of the page.
11. Repeat the steps to add more profiles.

How to organize your iTAR

To log an iTAR, have the following information ready:

- Your CSI number
- Your phone number
- Your e-mail address
- Hardware platform and operating system
- Version number
- Oracle product and release level
- Database release level
- Detailed description of the problem
- Oracle error numbers and messages
- Steps to reproduce the problem
- Any research you have done
- Session logs, trace files, or other diagnostic information

How to log an iTAR

1. Log in to *MetaLink* and Select TARs from the menu.

2. Select Create a TAR.
3. Enter the TAR header information manually or select a TAR profile to enter the information automatically and select Continue>>.
4. Select your TAR type from the drop down list in the Type of Problem field.
5. Enter the error number if applicable.
6. Enter a one-sentence description of the problem in the Subject Statement field and select Continue>>, and review the resulting list of documents that may solve your problem.
7. Enter the details of the problem and answer the series of online questions as required.
8. When you have finished answering all the questions, select Continue>> to verify the TAR information
9. Review the information. Use the back button to make changes.
- 10 Click the Open TAR button. The TAR Confirmation/Create a TAR message is displayed.
11. To send a file in conjunction with the TAR, click the upload to support link at the bottom of the page and follow the instructions.